

ABSTRACT

The present invention provides a subscriber with a single interface to access one or more Voice-Based Communications Systems (hereinafter "VCSs"). By
5 employing automatic speech recognition and/or natural language understanding (hereinafter "ASR/NLU") technologies and capabilities, the system can interact with a VCS account without direct human interaction. The system logs into a VCS account by generating voice commands (e.g., using text to speech technology or recorded
10 voice commands) and/or DTMF, and then precedes to conduct an automated voice-based dialogue with the VCS in order to obtain notification, voice communications and/or other information. Since the system employs ASR/NLU technologies and capabilities, it can record any notifications and communications from the VCS, optionally convert them into other data signals (e.g., digital data) and then transmit them over and/or store them on other mediums.

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